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Date: **June 22, 2000**

Reference No:

Circular Letter No: **600-056**

Distribution:

Special:

**TO: Health Benefit Officers And Assistant Health Benefit
Officers of the State, California State University and
Contracting Public Agencies**

**SUBJECT: Health Benefit Contract Changes for the 2001
Contract Year**

This letter addresses the following topics:

- 2000 Open Enrollment
- Service Area Changes
- Health Fairs
- Statewide HBO Open Enrollment Seminars
- CalPERS Health Partner Inquiry System
- HEAL System Deactivation

2000 Open Enrollment

The Open Enrollment Period will be determined based on receipt in early July of additional information requested by the CalPERS Board of Administration. Health Benefit Services Division (HBSD) will mail a Circular Letter providing the dates of, and instructions for, the Open Enrollment Period. Also, you would normally have received a supply of Open Enrollment posters to use as part of the advertising campaign for the Open Enrollment period. A decision has been made to not use posters for this Open Enrollment Period.

Service Area Changes

This year's contract negotiations resulted in no significant geographical service area withdrawals for 2001. CIGNA health plan will expand their service area for 2001 to include El Dorado, Placer, Sacramento, San Joaquin, Stanislaus, and Yolo counties.

Health Net will remain in designated ZIP codes in El Dorado, Placer and Nevada counties where enrollment is currently restricted to existing Health Net members and their dependents (see Section 1). Health Net will continue to serve portions of these counties in 2001.

Kaiser Service Areas

All members enrolled in a Health Maintenance Organization (HMO) must reside in the HMO's service area. If you have employees who are enrolled in Kaiser and reside outside of the Kaiser Service area, they must select another health plan. Have those employees refer to the Kaiser Evidence of Coverage Booklet for Kaiser service areas and ZIP codes or access the on-line Health Plan Search By ZIP Code feature.

Health Fairs—2000 Open Enrollment

To schedule a Health Fair for your agency, you should contact the health plan representatives directly. Section 2 provides a listing of each plan's representative with his or her telephone number. We recommend that you contact the plans' representatives as soon as possible to ensure their availability.

Health Benefit Officers and Assistants Open Enrollment Seminars

The CalPERS Health Benefit Services Division will sponsor Health Benefit Open Enrollment Seminars during the month of August 2000. The seminars will be held throughout the State. See Section 3 for dates, locations and registration information.

If you plan to attend a seminar you must register using the form provided in Section 3A. Please note that phone registrations cannot be accepted. The registration deadline is July 7, 2000. Once you have submitted your registration form to our office we will confirm your registration with a letter.

Note:

When less than 15 participants register for a session, HBSD may cancel the session. If this occurs, we will automatically reschedule registered attendees for another session in their area. It is important that individuals not attend any session until a confirmation letter has been received.

CalPERS Health Partner Inquiry System (CHPIS)

The CalPERS Health Partner Inquiry System (CHPIS) continues to grow and provide substantial service to our employers. CHPIS is an Internet-based system that allows employers to view actual health enrollment data on their employees. The system presents information screens for subscribers, dependents, enrollment and deduction history, bargaining unit information and COBRA status. There is no cost to your agency to use this system except you must have appropriate hardware and software to access the Internet, and you must register with CalPERS to gain access.

Please contact Lani Garcia through FAX (916) 658-1277 for more information as to how your agency can access the CHPIS. Please provide your name, address, title, phone number,

e-mail address if you have one, and your FAX number. She will provide you with information on equipment and software requirements and instructions on how you can obtain identification information and passwords for security access.

HEAL System Deactivation

The HEAL inquiry system used by state agencies to monitor and review health enrollment data will be deactivated in December 2000. The COMET CHPIS inquiry system will replace the HEAL System. The minimum requirements to have the CHPIS inquiry system installed are as follows:

- PC platform capable of running Microsoft Windows 95 or Windows NT 4.x
- TCP/IP Internet Access
- Microsoft Windows 95 or Windows NT 4.x
- Netscape Communicator 4.7/Netscape Navigator 4.5 or above for Windows 95/98/NT, or
- Microsoft Internet Explorer 4.0 or above for Windows 95/98/NT
- JavaScript enabled
- All Internet Browsers must have 128 Bit SSL Encryption
- 800 width x 600 height x 256 color display screen

If your agency has not made plans to access the CHPIS system, you should contact

Lani Garcia through FAX (916) 658-1277 to get access.

If you have any questions pertaining to the information provided, please call Yvonne Miller at (916) 326-3658.

Sincerely,

Fred Steinmetz, Chief
Health Benefit Services Division

Section 1

Health Net Lake Tahoe Regional Service Area

At the April 2000 Health Benefits Committee meeting, committee members were informed of a withdrawal by Health Net from the Tahoe area. Since then, Health Net has decided to continue their direct contracting relationship with the physicians serving that area. This area will continue to be closed to new membership and available only to members who are currently in Health Net. Below are the Lake Tahoe Region ZIP codes where Health Net will remain

through 2001.

ZIP Codes	City	County
96150 – 96158	So. Lake Tahoe	El Dorado
95728	Soda Springs	Nevada
96111	Floriston	
96160-96161	Truckee	
95715	Emigrant Gap	Placer
95724	Norden	
96140	Carnelian Bay	
96141	Homewood	
96142	Tahoma	
96143	Kings Beach	
96145	Tahoe City	
96146	Olympic Valley	
96148	Tahoe Vista	
96162	Truckee	

Section 2

Health Plan Representatives

Christopher Speece Account Executive Aetna US Health Care 10459 Mountain View Avenue Loma Linda, CA 92354 (909) 476-5462	Kathy Adler Manager of Major Accounts Lifeguard Health Plan 111 Pine Street, Suite 777 San Francisco, CA 94111 (415) 765-9377
Russell Clark Director Government Programs Blue Shield - HMO Access + 11249 Gold Country Blvd., Suite 160 Gold River, CA 95670 (916) 851-3420	Kenneth Reuter Director of Sales/Marketing Maxicare 1320 Harbor Bay, Suite 140 Alameda, CA 94502 (510) 747-0303

Angie Costello, Marketing Representative For Health Net on behalf of California Correctional Peace Officers' Association 3400 Data Drive, 3 rd Floor—East Rancho Cordova, CA 95670 (916) 631-5714	Debbie Cottrel Director, Account Management Major Accounts PacifiCare of California 5995 Plaza Drive, Mail Stop CY20-303 Cypress, CA 90630 (714) 226-3579
Cynthia Clinton, Client Manager CIGNA HealthCare 1251 East Dyer Road, Suite 110 Santa Ana, CA 92705 (714) 428-5871	Ann DeRose Insurance and Benefits Manager PORAC Police & Fire Health Plan 2495 Natomas Park Drive, Suite 555 Sacramento, CA 95838-2935 (916) 921-0660
Marshon Thorsen Senior Account Manager Health Net 3400 Data Drive, 3 rd Floor—East Rancho Cordova, CA 95670 (916) 631-5704	Mark R. Johnson Senior Managing Account Consultant Blue Cross of California PERSCare and PERS Choice 11050 Olson Drive, Suite 110 Rancho Cordova, CA 95741 (916) 636-2181
William Eichelberg Senior Marketing Relations Representative Health Plan of the Redwoods 3033 Cleveland Avenue Santa Rosa, CA 95403-2170 (707) 544-2273, ext. 817	Susan Bockelman Manager, Government Programs Universal Care 1600 East Hill Street Signal Hill, CA 90806 (562) 981-4030 (562) 981-5825 (FAX)
Carolyn Havicon Major Accounts Manager Kaiser Permanente Point West Medical Office 1650 Response Road, 2 nd Floor Sacramento, CA 95815 (916) 614-4556	

Section 3

Health Benefit Officer Open Enrollment Seminars

Health Benefit Services Division will conduct Health Benefit Officer Open Enrollment Seminars from August 8 through August 31 in the locations listed below. The Open Enrollment Seminars offer an array of Health Benefit Program information, as well as allow the CalPERS Health Benefit Program Representatives an opportunity to personally meet you and address your concerns. Sessions will be conducted in the morning and afternoon at most

locations.

To enroll, complete and return the Registration Form (Section 3A) to CalPERS by July 7, 2000. You can either FAX or mail your registration form. Registration forms with a postmark or FAX date later than July 7 cannot be accepted. *Telephone registration will not be accepted.*

<u>August 8</u> Sacramento Area CalPERS 400 P Street, Lincoln Plaza 1160-1170 Sacramento, CA 95814 Morning and Afternoon Session	<u>August 16</u> Redding Area City of Redding 20055 Viking Redding, CA 96003 Morning & Afternoon Session
<u>August 9</u> <i>Mountain View Area</i> Mountain View Regional Office 650 Castro Street, Suite 24 Mountain View, CA 94041 Morning and Afternoon Session	<u>August 21</u> <i>Los Angeles Area</i> Glendale Plaza 655 North Central Avenue Glendale, CA 91203 Morning & Afternoon Session
<u>August 9</u> <i>Sacramento Area</i> CalPERS 400 P Street, Lincoln Plaza 1160-1170 Sacramento, CA 95814 Morning and Afternoon Session	<u>August 22</u> <i>Los Angeles Area</i> Glendale Plaza 655 North Central Avenue Glendale, CA 91203 Morning & Afternoon Session
<u>August 10</u> <i>Sacramento Area</i> CalPERS 400 P Street, Lincoln Plaza 1160-1170 Sacramento, CA 95814 Morning & Afternoon Session	<u>August 23</u> <i>Los Angeles Area</i> Glendale Plaza 655 North Central Avenue Glendale, CA 91203 Morning and Afternoon Session
<u>August 10</u> <i>San Francisco Area</i> San Francisco Regional Field Office 301 Howard Street, Suite 2020, 20 th Floor San Francisco, CA 94105 Morning and Afternoon Session	<u>August 24</u> <i>Los Angeles Area</i> Glendale Plaza 655 North Central Avenue Glendale, CA 91203 Morning Session Only
<u>August 11</u> <i>San Francisco Area</i> San Francisco Regional Field Office 301 Howard Street, Suite 2020, 20 th Flr. San Francisco, CA 94105 Morning Session Only	<u>August 29</u> <i>Orange County Area</i> Orange County Regional Office 500 Orange Towe 500 North State College Blvd., Suite 750 Orange, CA 92668 Morning and Afternoon Session
<u>August 11</u>	<u>August 30</u>

Sacramento Area CalPERS 400 P Street, Lincoln Plaza 1160 Sacramento, CA 95814 Morning Session Only	San Bernardino Area San Bernardino Regional Office Lakeside Tower, 3 rd Floor 650 Hospitality Lane, Ste. 330 San Bernardino, CA 92408 Morning and Afternoon Session
August 15 San Diego Area San Diego Regional Office 7676 Hazard Center Drive #350 San Diego, CA 92108 Morning & Afternoon Session	August 31 Fresno Area Fresno County Regional Office 10 River Park Place East, Ste. 230 Fresno, CA 93720 Morning and Afternoon Session

Use the Registration Form (Section 3A) and return it to CalPERS Health Benefit Services Division by *July 7, 2000 by means of FAX or mail.*

Section 3A

Registration Form

2000 Open Enrollment Seminar

For State and Public Agency Health Benefit Officers

Health Benefit Services Division Management and Staff invite you to attend this very informative seminar. Learn new information that will help you through the 2000 Open Enrollment Period. *Select a location and time slot below, then return this form to CalPERS by FAX or mail*

I. Select a Location:

<input type="checkbox"/> August 8, 2000 Sacramento Area	<input type="checkbox"/> August 10, 2000 San Francisco	<input type="checkbox"/> August 21, 2000 Los Angeles Area	<input type="checkbox"/> August 24, 2000 Los Angeles Area
<input type="checkbox"/> August 9, 2000 Mountain View Area	<input type="checkbox"/> August 11, 2000 San Francisco Area	<input type="checkbox"/> August 22, 2000 Los Angeles Area	<input type="checkbox"/> August 29, 2000 Orange County Area
<input type="checkbox"/> August 9, 2000 Sacramento Area	<input type="checkbox"/> August 15, 2000 San Diego Area	<input type="checkbox"/> August 22, 200 Los Angeles Area	<input type="checkbox"/> August 30, 200 San Bernardino Area

<input type="checkbox"/> August 10, 2000 Sacramento Area	<input type="checkbox"/> August 16, 2000 Redding Area	<input type="checkbox"/> August 23, 2000 Los Angeles Area	<input type="checkbox"/> August 31, 2000 <i>Fresno Area</i>
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II. Select Time:

- ☐ Morning Session (9:30 a.m. until 11:30 a.m.)
☐ Afternoon Session (1:30 p.m. until 3:30 p.m.)

III. Complete each section:

Your Name:
Agency Name: Telephone No. <i>(include area code)</i>
Mailing Address: <i>(include city and zip code)</i>
List two issues you would like covered <i>(optional)</i> :
1. 2.

Mail to:

CalPERS HBSD
Attn: Open Enrollment Seminar
P. O. Box 942714
Sacramento, CA 94229-2714

FAX to:

Yvonne Miller @ FAX (916) 326-3935